

MRS ASSESSMENT
Process Description Document

Prepared by: DCS Office of Information Systems



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Department of Children's Services
Office of Information Systems

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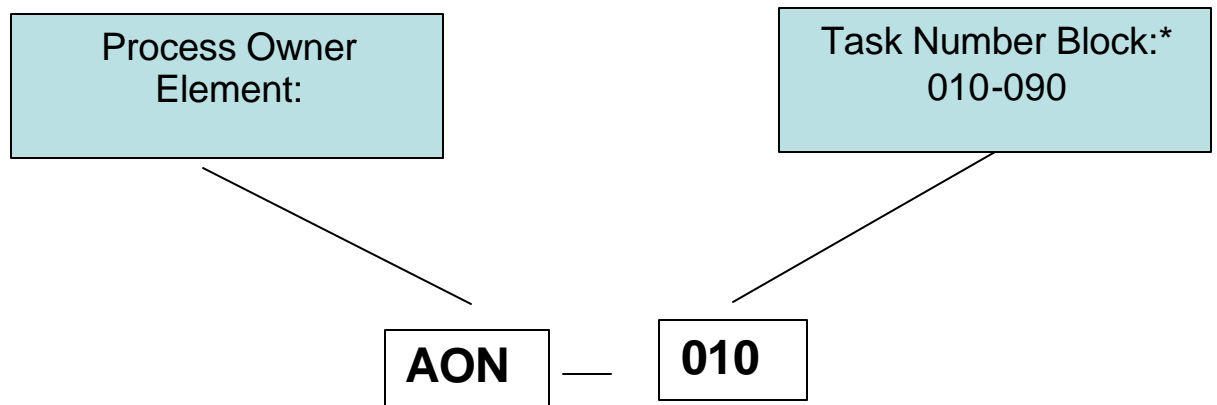
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

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Process Description

Process Name : **MRS Assessment**

Process Manager: Shalonda Cawthon
Executive Director, Office of Child Safety

Process Description: MRS Assessment shall be designed to assess risk, safety, strengths and needs with families through the effective use of available community-based public and private services. The program shall be staffed by Assessment Workers.

If it is determined that an MRS Assessment of the child and family is appropriate, the department provides the parents, guardians or others exercising parental authority a written and oral explanation of the procedure for Assessment of the child and family and its purposes. The Assessment is based upon information gathered from the family and other sources. The Assessment must be completed within 30 days (With an approved extension up to 120 days) from the receipt of the referral and in accordance with departmental policies or regulations.

If the family declines these services, the case may be closed, unless the local department determines that sufficient cause exists to re-determine the referral/case as one that warrants continued intervention via Multiple Response Investigation or Assessment

The department may commence an immediate Investigation if at any time during the provision of services it determines that an Investigation is required.

The Family Crisis Intervention Program is part of the MRS Assessment response. This program is designed specifically to deal with the population of 'unruly' children. This program provides immediate response to juveniles and families in need of services when an unruly situation occurs which may place the child at risk of state custody. Before such children can be committed to the state's custody as an "unruly" there must be attempts by the Family Crisis Intervention Program to resolve the situation.

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Juveniles and families experiencing an unruly situation come to the attention of the juvenile court's Youth Services Office (YSO) or the Central Intake. The program will work to stabilize the family and help them mobilize resources to address their current needs as well as prevent further crises from occurring.

Sub Processes:

Central Intake
Court Intake (Child & Family Custody, Juvenile Justice)
CPS Investigation
Case Planning/Assessment
Child & Family Services

- In Home Services
- Out of Home Services
- Adoption
- Placement
- Interdependent Living
- ICPC/ICJ
- Juvenile Justice

Process Participants:

Central Intake Specialists, Central Intake Shift Supervisors, Team Leaders, Assessment Worker, CPS Investigator, Family, Child(ren), Family Service Worker, Family Service Team Leader, Child, Parent's Support Network, Child's Support Network, Community Resources, Crisis Management Team.

Performance Metrics:

The formal assessment part of MRS Assessment must be completed within 45 days of the date of the referral. An extension to 60 days may be granted under certain circumstances. The service provision piece of MRS Assessment may continue for a period of up to, but not exceeding, 120 days from date of referral.

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Reviews, Assessment, Audit:

MRS Program management staff will utilize reports to monitor the timely completion of assessments as well as monitor success rates of the program in each region and statewide.

Associated Documentation:

House Bill No. 447

Supporting Policy:

DCS Policy 10.1 – Family Crisis Intervention
DCS Policy 10.2 – Family Crisis Intervention Program Case File Review
DCS Policy 10.3 – Family Crisis Intervention Program (FCIP) Case File Disposition
DCS Policy 14.01 – CPS Risk Assessment
DCS Policy 14.09 – Emergency and Non-Emergency Removals
DCS Policy 14.12 – CPS Case File Disposition
DCS Policy 14.13 – Confidentiality of CPS Cases and Information
Family Crisis Intervention Program Procedure Manual
DCS Policy ## - Child Protective Services Assessment (DRAFT)
DCS Policy ## - MRS/Family Services Worker (DRAFT)

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Task (AON-010): Central Intake

Task Owner: CPS Team Leader in county

Participants: CI Shift Leader, MRS Team Leader in county

Inputs: Report of possible child abuse or neglect OR referral of court ordered investigation/intervention received by Central Intake.

Performance Steps:

1. A referral of child abuse/neglect or an investigation/intervention referral from juvenile court has been received by Central Intake and screened for MRS Assessment.
2. Referral forwarded to Team Leader in county for review and assignment.
3. MRS Team Leader reviews referral information and accepts for Assessment.

Outputs/Deliverables:

- Referral determination of MRS Assessment

Task (AON-020): Court Intake (FCIP)

Task Owner: CPS Team Leader in county

Participants: CPS Team Leader in county, Court Liaison

Inputs: Court Ordered assessment for Family Crisis Intervention Program (FCIP)

Performance Steps:

1. Juvenile Court/YSO refers a family for Family Crisis Intervention Program to the DCS Court Liaison.
2. Court Liaison completes an Application for Services form, obtaining as much comprehensive information as possible on the form.
3. Court Liaison will forward the application form to the FCIP Team Leader in the county/region.

Outputs/Deliverables:

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- Application for FCIP

Task (AON-030): Team Leader assigns referral

Task Owner: Team Leader

Participants: Team Leader, Assessment Worker

Inputs: Referral from Central Intake or Court Liaison

Performance Metric:

Performance Steps:

1. During regular business hours, Team Leader will receive referrals for Assessment from Central Intake or the Court for FCIP.
2. After regular business hours, Central Intake will contact the on-call CPS Investigator/Assessment Worker/Team Leader to report P1 and P2 Assessments when applicable.
3. Each county office and Special Investigation Unit will provide Central Intake with contact information for receiving P1 referrals after regular business hours, P2 referrals after 4 pm CST on Friday through 5pm on Saturday, and through 5pm on the day before a State holiday.
4. Team Leader will assign the referral to an Assessment Worker based on availability, response priority, and caseload size.
5. Team Leader may transfer new referrals on open cases to the current worker involved in the case. The assessment will be conducted collaborative between Assessment Worker and On-going Family Service Worker.
6. The response priority might indicate that an on-call Assessment Worker needs to make the initial contact to meet Response Priority time. If this should happen, the responding Assessment Worker should receive caseload/task 'credit' for any work performed on the case until it is assigned to the permanent worker.
7. For Family Crisis Intervention:
 - a. FCIP Team Leader will review the application and determine whether the family meets criteria for the Family Crisis Intervention Program.
 - b. If the Team Leader determines the family does not meet criteria, the application will be declined and team leader must provide justification/reasons as to the denial of service; make a referral to Central Intake; resource linkage will occur as appropriate.
 - c. If the Team Leader determines that the family does meet criteria for Family Crisis Intervention Program, an assignment to a worker is made.

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- d. The assigning Team Leader will direct the assigned worker regarding the time frame, type and location required for the initial contact with the juvenile and family.
- e. Time frames for Family Crisis Intervention Program are the same as MRS Assessment.

Outputs/Deliverables:

- Assessment Worker Assigned; responsibility for case established.
-

Task (AON-040): Assigned Worker makes meets with the family and child (ren) face-to-face

Task Owner: Assessment Worker

Participants: Assessment Worker, Family and Child (ren)

Inputs: Assessment Worker has received an Assessment referral

Performance Metric: Assessment Worker has made face-to-face contact with the child based on response priority.

Note: At any point during the Assessment the referral can be upgraded to an investigation if new allegations are discovered or new referral is received that result in a determination that investigation is necessary.

Performance Steps:

1. Assessment Worker meets with the family and child (ren) face-to-face.
2. If the family refuses to meet with the Assessment Worker the same laws exist to mandate the worker to meet with the child and family as in an investigation.
3. The Assessment Worker will take necessary steps to assure the safety, risk and needs of the child(ren)
4. **For FCIP cases**, during initial contact, worker will defuse the immediate crisis and provide suggestions/resources to help stabilize the functioning of the family.
5. If during contact with the family it is determined the referral should be upgraded to an investigation the Assessment Worker will contact the Team Leader and the Team Leader can upgrade the referral to an investigation.

Note: While the initial approach should be to meet with the family and child together, the safety of the child is still paramount. If worker is unable to make contact with family, then the focus should be on seeing the child within the Response Times prescribed by policy.

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Outputs/Deliverables:

- Appointment schedule with the family and child(ren) to meet face-to-face.
- Assessment upgraded to Investigation (if appropriate)

Task (AON-050): Engage with the family and child(ren) and continue Assessment

Task Owner: Assessment Worker

Participants: Assessment Worker, Family and Child (ren), Parent's Support Network, Child(ren) Support Network

Inputs: Referral has been made to Central Intake or through the court and the Assessment Worker has made contact with the family.

Performance Metric: Assessment Worker has met with the family within timeframes set by policy.

Performance Steps:

1. Assessment Worker meets with all the family members face-to-face.
2. Assessment Worker engages the family to assess if there are risk or safety concerns and to identify the families' strengths and needs.
3. Assessment Worker determines if the child or family has medical, mental, dental or developmental issues that impact function of the family and will note strengths, risks/issues in the assessment.
4. The Assessment Worker will ensure the initial health questionnaire is completed and updated with medical health information as needed.
5. Assessment Worker will refer to the Health Unit if appropriate.
6. Assessment Worker will collect and document educational information on the child(ren)
7. If during contact with the family it is determined that the referral should be upgraded to an investigation the Assessment Worker will contact the Team Leader and the Team Leader can upgrade the referral to an investigation.
 - a. If referral is upgraded to an investigation the Team Leader will determine if the Assessment Worker will continue to work with the family.
8. Assessment Worker contacts any collaterals and members of the child/family support network to gather any other information that may be useful in the assessment.
9. **For Family Crisis Intervention Program (FCIP)**, after the initial contact with juvenile and family, and within **5 days** of the receipt of the application, the assigned worker will proceed to staff the case with the Team Leader to determine whether further intervention, or short-term services, are warranted or whether the case can be closed.

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10. Assessment Worker and the family will determine if the family could benefit from services and whether those services are available through the community.
11. The Assessment Worker will make the appropriate referrals for the family to the community resources, if those resources are available.
12. If the child/youth is in need of health services and is denied or unable to locate the health service the Assessment Worker will contact the Crisis Management Team for assistance.

Outputs/Deliverables:

- Initial Assessment
- Initial Health Questionnaire.
- Referral to Health Unit, if appropriate
- Referral to Education Unit, if appropriate
- Referral to Crisis Management Team, if appropriate
- Staff with Team Leader within 5 days (FCIP)

Task (AON-060): Assessment indicates need for services?

Task Owner: Assessment Worker

Participants: Assessment Worker, Family, Child (ren)

Inputs: Assessment with family and children and professional judgment.

Performance Metric: Assessment is complete within 45 days of the referral; extension for an additional 15 days may be granted if needed. Assessment Worker may retain responsibility for the case for up to 120 days total from the date of referral if determined the family can benefit from short-term services.

Performance Steps:

1. Assessment Worker and family, through the assessment process, have determined whether the family is in need of or could benefit from services.
2. If the Assessment Worker and family agree that services are NOT needed the worker will inform the family of community resources and may make referral to those resources. Referral will be closed.
3. If the Assessment Worker determines that services are needed, but family DOES NOT AGREE, then the Assessment Worker will consult with team leader, DCS Legal, or other appropriate parties to determine whether further steps should be taken.
4. If the Assessment Worker and family agree that services are needed and those service needs can be met through community resources the worker will work with the family to link them to resources appropriate for their needs.

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5. If the Assessment Worker and family agree that services are needed and those services will be provided through DCS, then a Child and Family Team Meeting will be scheduled.
 - a. Worker and family team identify CFT and set mutually agreed upon meeting date and place

Outputs/Deliverables:

- Service needs identified
- Inform family of community resources
- Child and Family Team Meeting (if appropriate)

Task (AON-070): Inform family of community resources

Task Owner: Assessment Worker

Participants: Assessment Worker, Family, Child(ren), Community Resources

Inputs: Child/family service needs have been identified; services can be provided/obtained through community resources. Assessment Worker makes appropriate referrals to family for community resources.

Performance Steps:

1. Families have the option of declining services offered as a result of a report of harm that did not result in an investigation or Assessment of the child and family.
2. If the family declines the referrals to community resources, the case shall be closed unless the Assessment Worker, Team Leader, and DCS Legal staff determines that sufficient cause exists to re-determine the case as one that needs to be investigated or assessed.
3. Any family that declines community resource services shall be informed that their actions in declining community services may be considered in evaluating any future reports of harm received by DCS.
4. Assessment Worker closes referral.

Outputs/Deliverables:

- Informed of community resources
- Closed Referral

Task (AON-080): CFTM Case Planning/On-going Assessment

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Task Owner: Assessment Worker

Participants: Assessment Worker, Family and Child(ren), Team Leader, Family Service Worker, Community Resources, Family/Child(ren) Support Network, other participants as appropriate

Inputs: Assessment indicates need for services.

Performance Metric: Child and Family Team Meeting has been held within 45-60 days from the initial referral

Performance Steps:

1. If it is determined and agreed by the family and Assessment Worker that the family is in need of services (or if the Assessment Worker determines there is a need for services and family disagrees) a Child and Family Team Meeting will be held.
2. This may not be the formal Child and Family Team Meeting with a certified facilitator, but may be the family, their support network, Assessment Worker, and community resources.
3. If the worker determines there are safety/risk concerns and the family will not participate or refuses services, the worker could approach the court for intervention.
4. Assessment outcome indicates that the family may be successfully served with short-term services; the Assessment Worker will retain responsibility for the case. The Assessment Worker assignment is not intended to exceed 120 days from the date of referral.
5. If determined that services for the family need to continue past the 120 day time frame, the family case will be transferred to a Family Services Worker for In Home Services or Out of Home Services
6. A Child and Family Team Meeting will be held within 7 days of the transfer/referral of the case to In Home Services (Practice Model Standard 10-2-1).
7. **For Family Crisis Intervention Program (FCIP) cases:**
 - a. Determination will be made at this CFTM as to whether the child/family needs to continue receiving services through FCIP, whether the case can be closed with no further intervention from DCS, or, decision to certify the family to juvenile court that resolution of the crisis/issues in the family is not feasible without further intervention by the court.
 - b. At any time during this intervention the assigned FCIP/Assessment Worker suspects abuse or neglect may be present, the worker will make a referral through Central Intake. If the referral is accepted and assigned to an investigation, the Family Crisis Intervention services will review the case with Team Leader to determine
 - i. If the Family Crisis Intervention service will be terminated and the case will be handed off to the CPS Investigator as the primary assigned worker

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- ii. If the Family Crisis Intervention service will continue with the family in conjunction with the CPS Investigation.
- c. If after 45 days the family is making progress the FCIP/Assessment Worker will send a letter to the court informing them the FCIP case will be closed with assessment services provided.
 - i. Assessment service can continue up to 120 dates from the date of the referral.
- d. If it becomes apparent that the juvenile-family crisis continues to exist despite efforts of the Family Crisis Intervention Program, the assigned FCIP/Assessment Worker must certify to the juvenile court that resolution of the crisis is not feasible without further intervention by the court; complete the Juvenile/Family Certification to the Juvenile Court Form.

Outputs/Deliverables:

- Child and Family Team Meeting
 - Family informed of community resources
 - Family Service Case opened (if appropriate)
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Task (AON 090): In Home Services / Out of Home Services

Task Owner: Family Service Worker

Participants: Family Service Worker, Family, Child, Family and Child's Support Network, Community Resources.

Inputs: Determination has been made that Child/Family needs to continue receiving services past the 120 day time frame for assessment cases. CFTM convened and case is transferred to In Home Services / Out of Home Services

Performance Steps:

1. Family Service Worker continues working with the Child/Family to ensure needs are met and issues are being appropriately addressed.
2. Family Service Worker updates Functional Assessment as needed.

Refer to In Home Services / Out of Home Services documentation for specific details regarding the tasks involved in this process.

Outputs/Deliverables:

- Functional Assessment updated
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Stakeholder Sign-Offs

Shalonda Cawthon, Executive Director, Office of Child Safety Date

Debbie Waddell, Director of Prevention and Preservation Date